

TMC Patient Experience

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
030006	TUCSON MEDICAL CENTER	5301 EAST GRANT ROAD
030064	UNIVERSITY MEDICAL CENTER	1501 NORTH CAMPBELL AVENUE
030100	CARONDELET HEART AND VASCULAR INSTITUTE	4888 NORTH STONE AVENUE
030085	NORTHWEST MEDICAL CENTER	6200 NORTH LA CHOLLA BOULEVARD
030010	CARONDELET ST MARYS HOSPITAL	1601 WEST ST MARY'S ROAD
030011	CARONDELET ST JOSEPHS HOSPITAL	350 NORTH WILMOT ROAD

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Address 2	Address 3	City	State
		TUCSON	AZ
		TUCSON	AZ
		TUCSON	AZ
		TUCSON	AZ
		TUCSON	AZ
		TUCSON	AZ

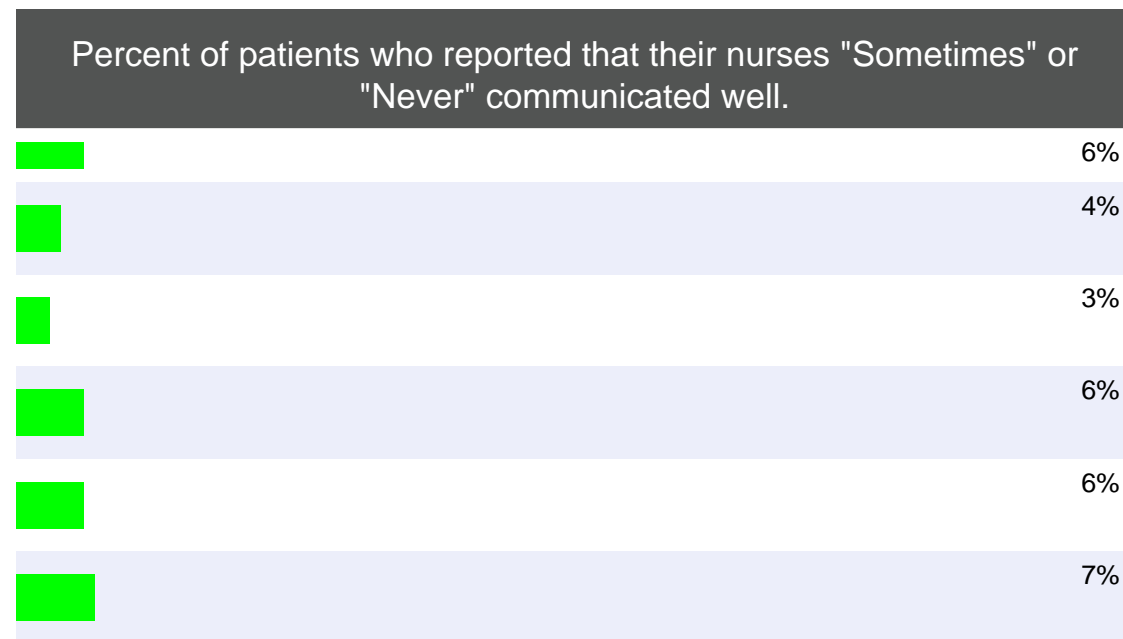
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ZIP Code	County Name	Phone Number
85712	PIMA	5203275461
85724	PIMA	5206940111
85704	PIMA	5206962328
85741	PIMA	5207429000
85745	PIMA	5208723000
85711	PIMA	5208733000

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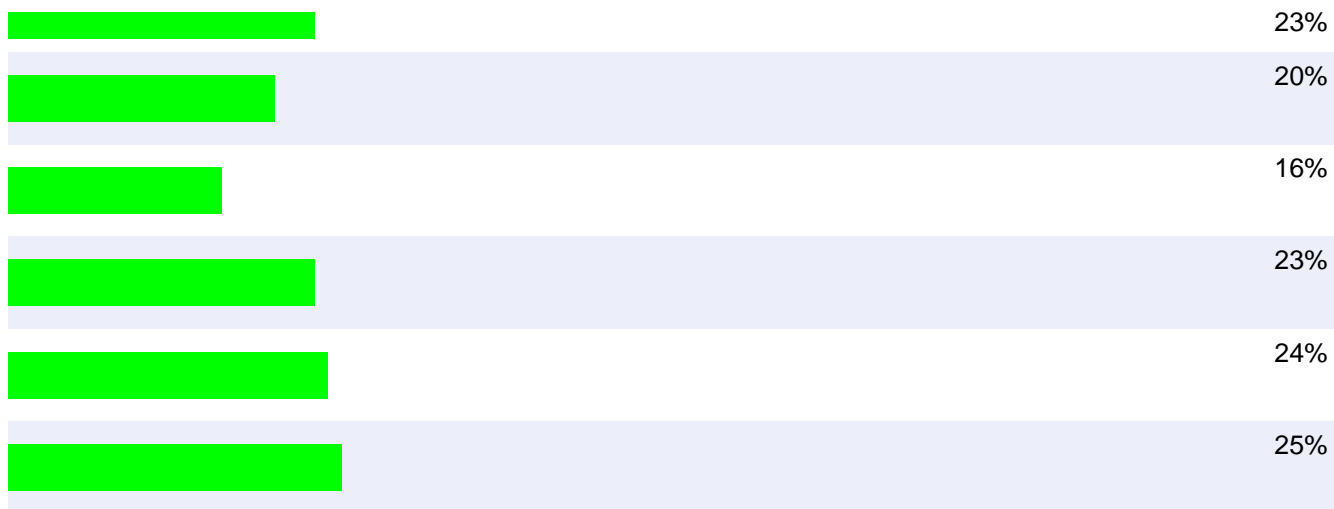
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Percent of patients who reported that their nurses "Usually" communicated well.



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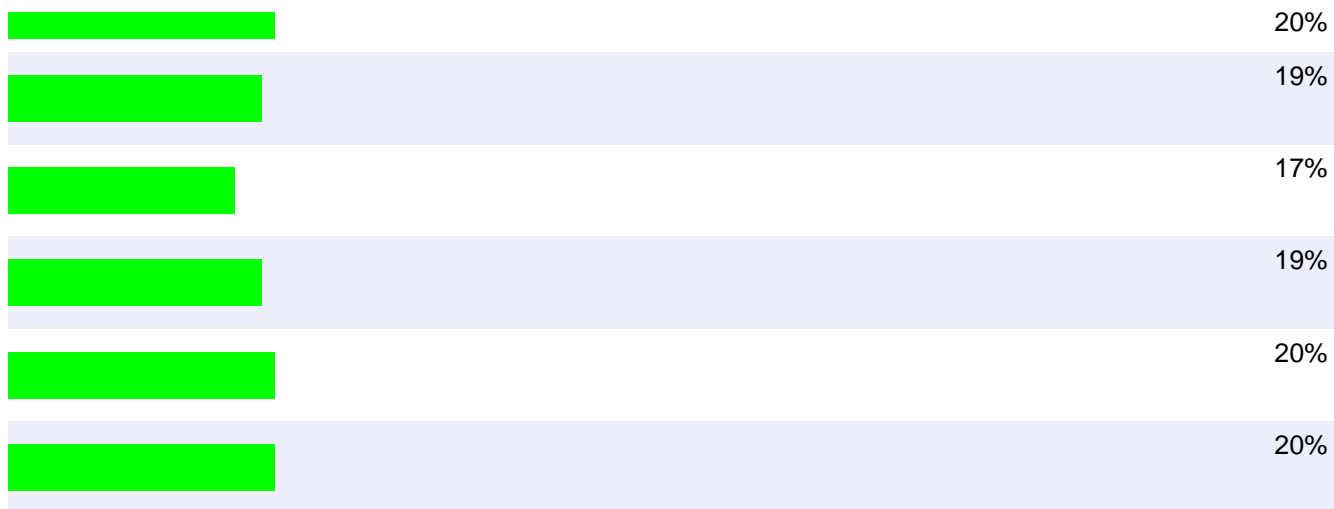
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Percent of patients who reported that their doctors "Usually" communicated well.



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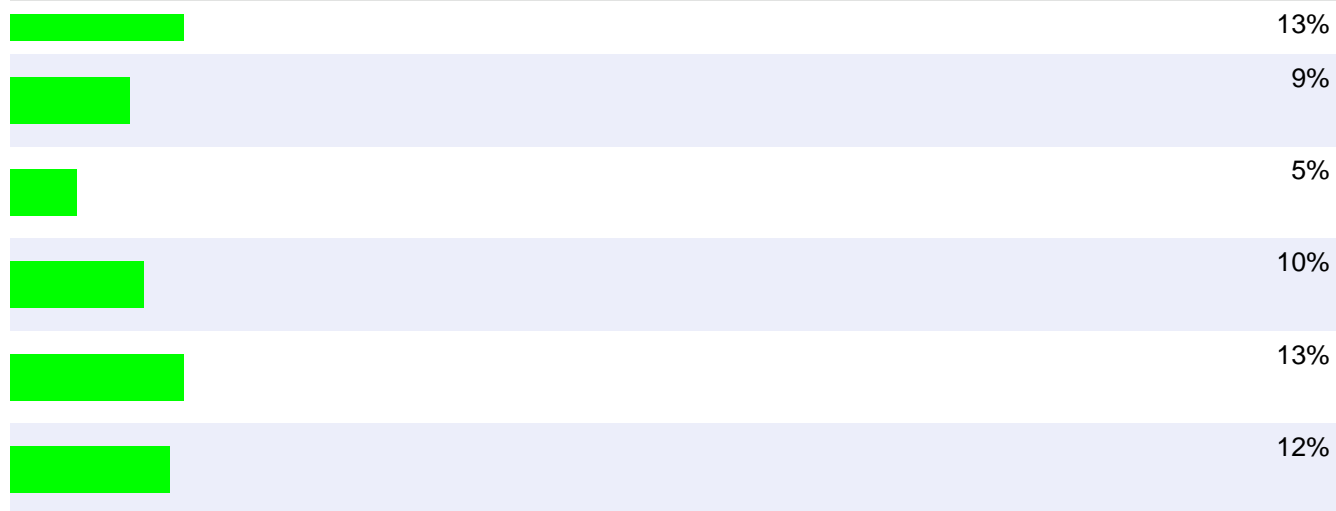
Percent of patients who reported that their doctors "Always" communicated well.



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Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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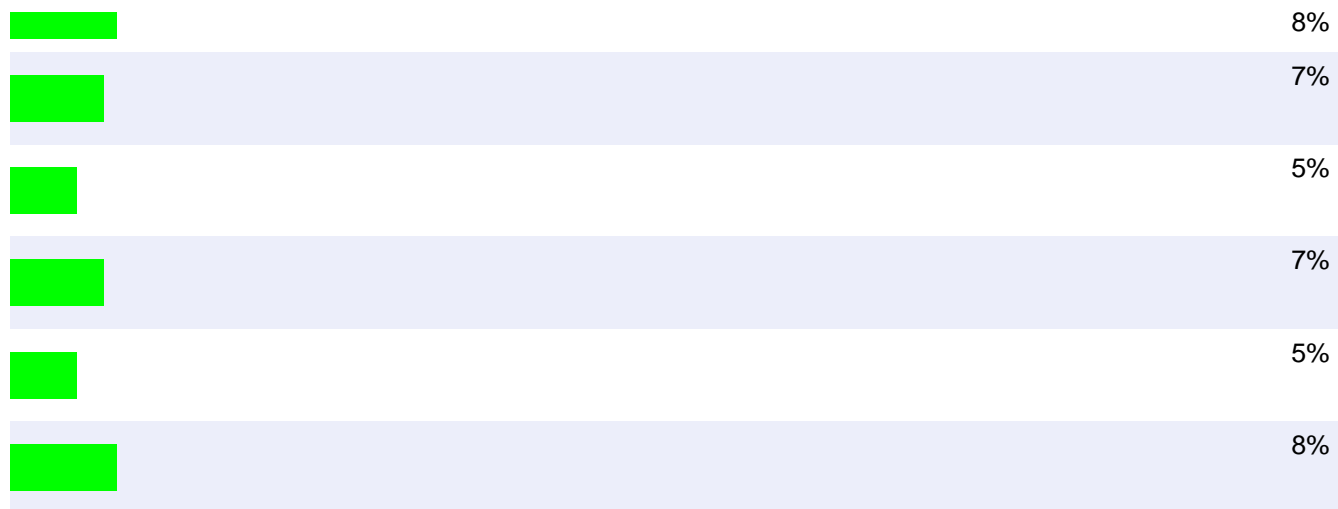
Percent of patients who reported that they "Always" received help as soon as they wanted.



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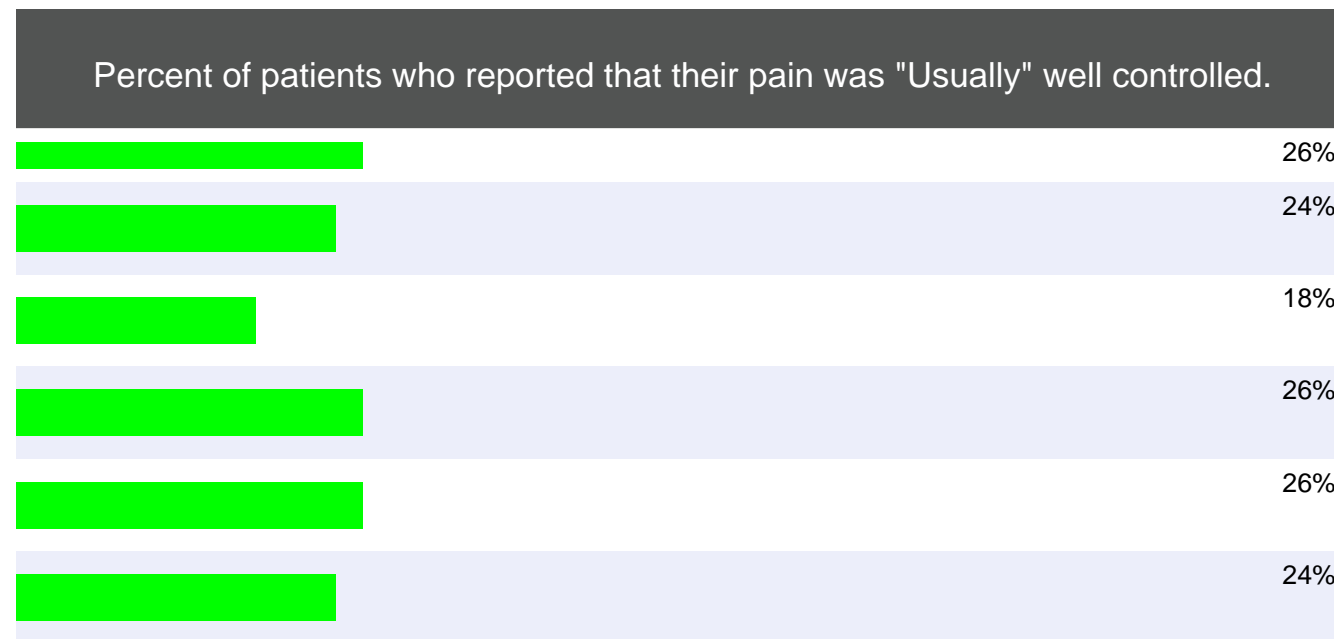
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



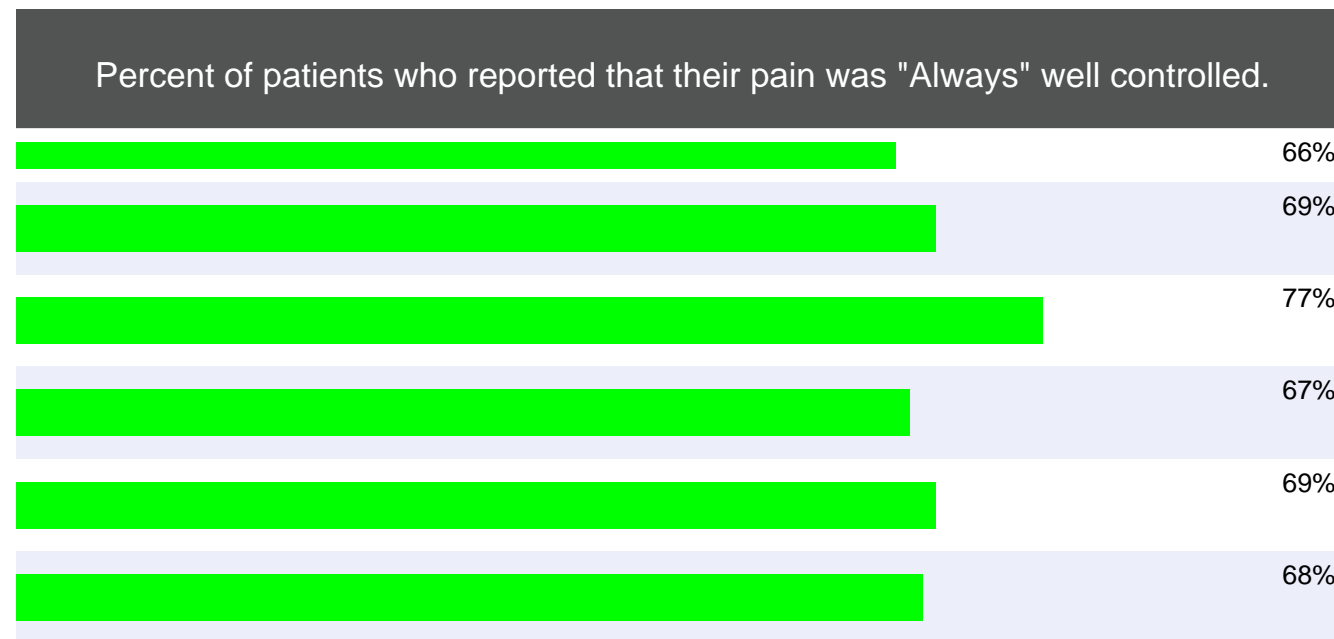
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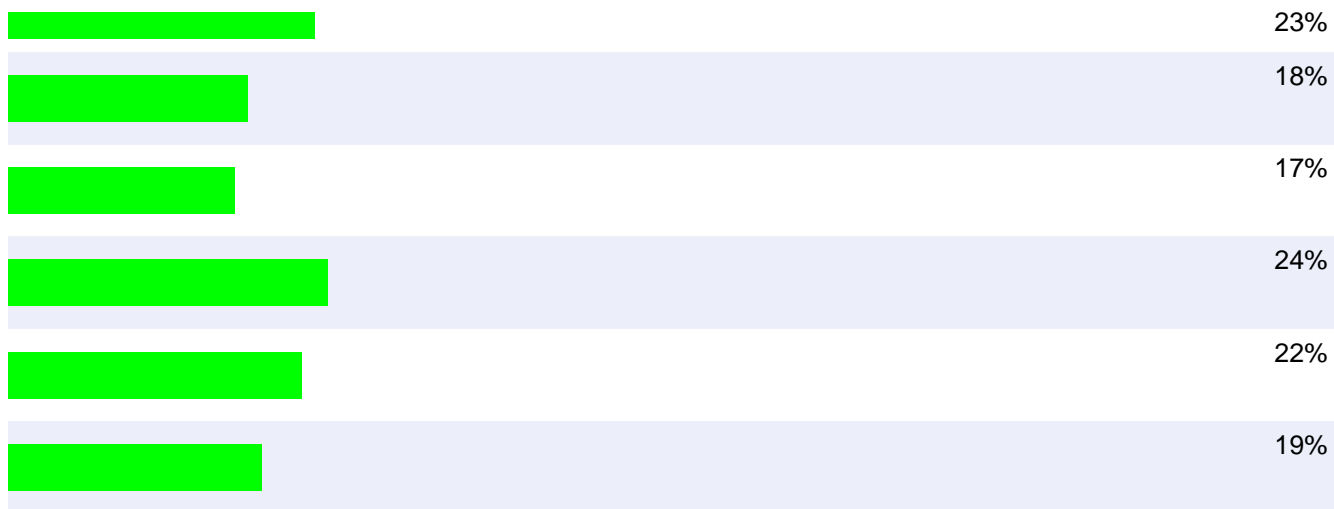
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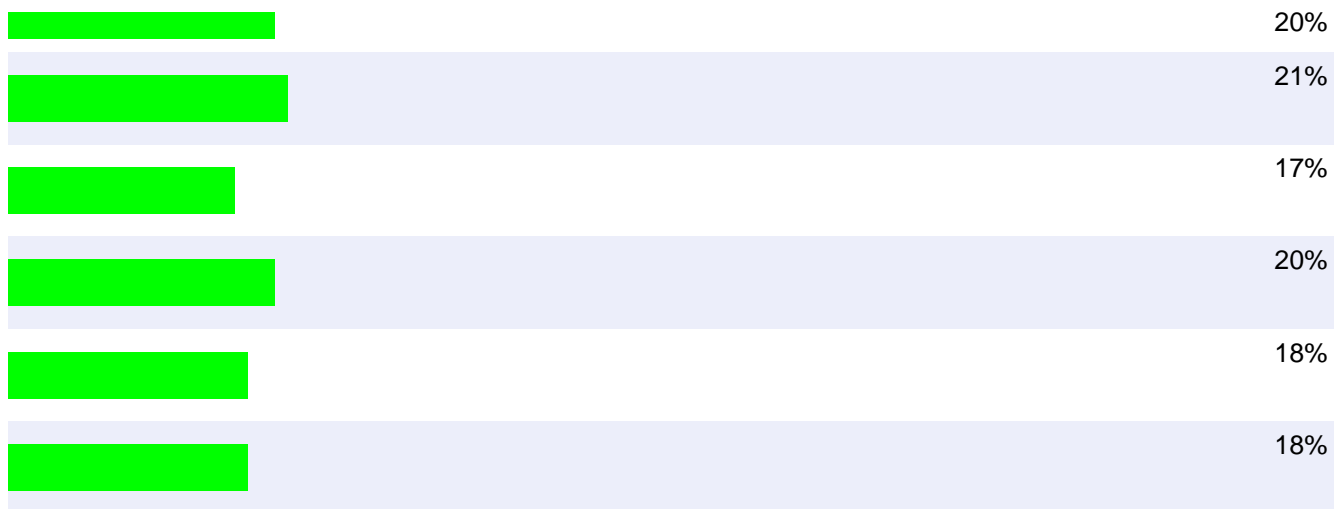
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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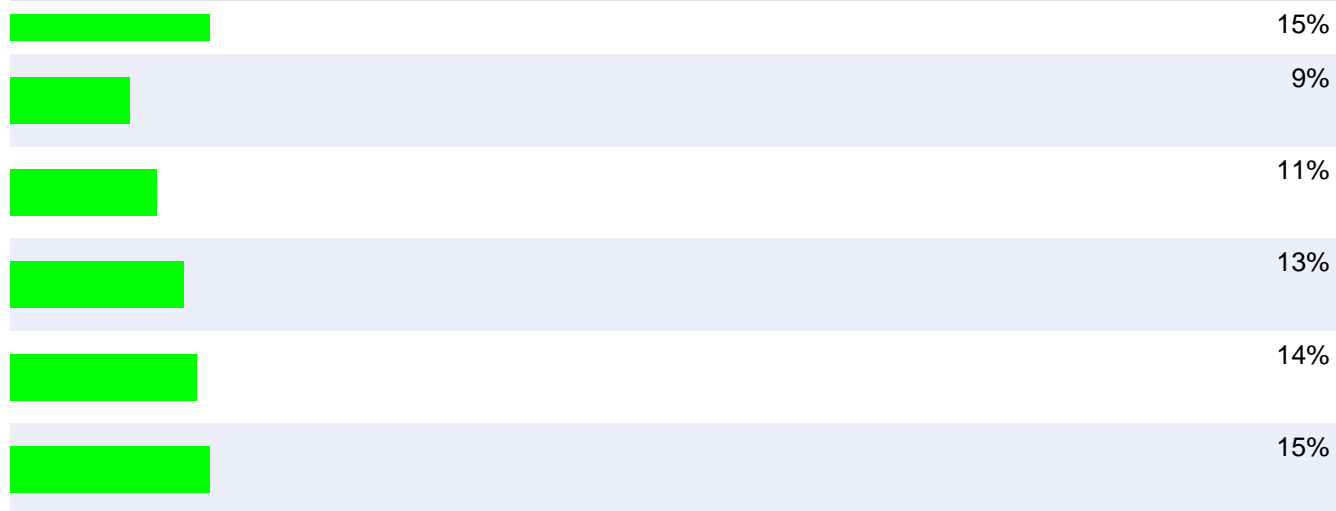
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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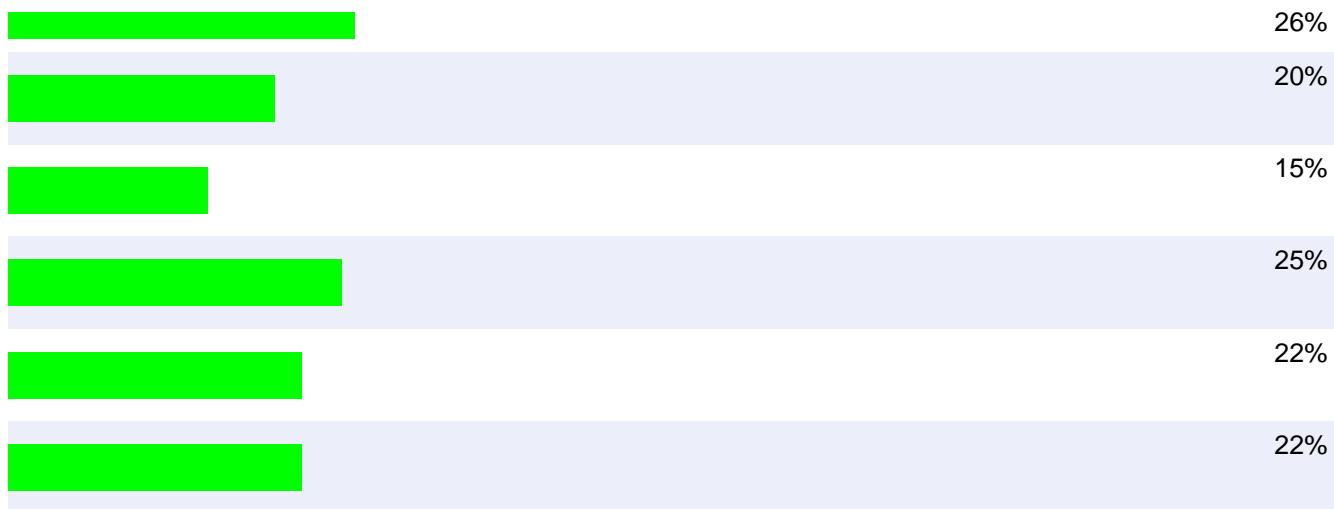
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Percent of patients who reported that their room and bathroom were "Usually" clean.



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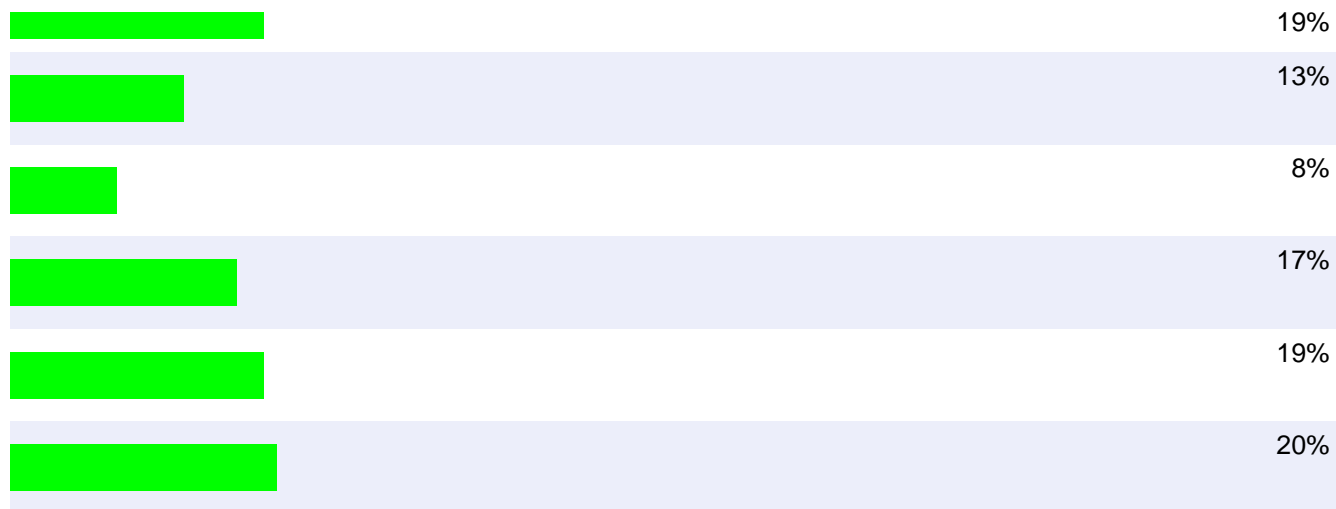
Percent of patients who reported that their room and bathroom were "Always" clean.



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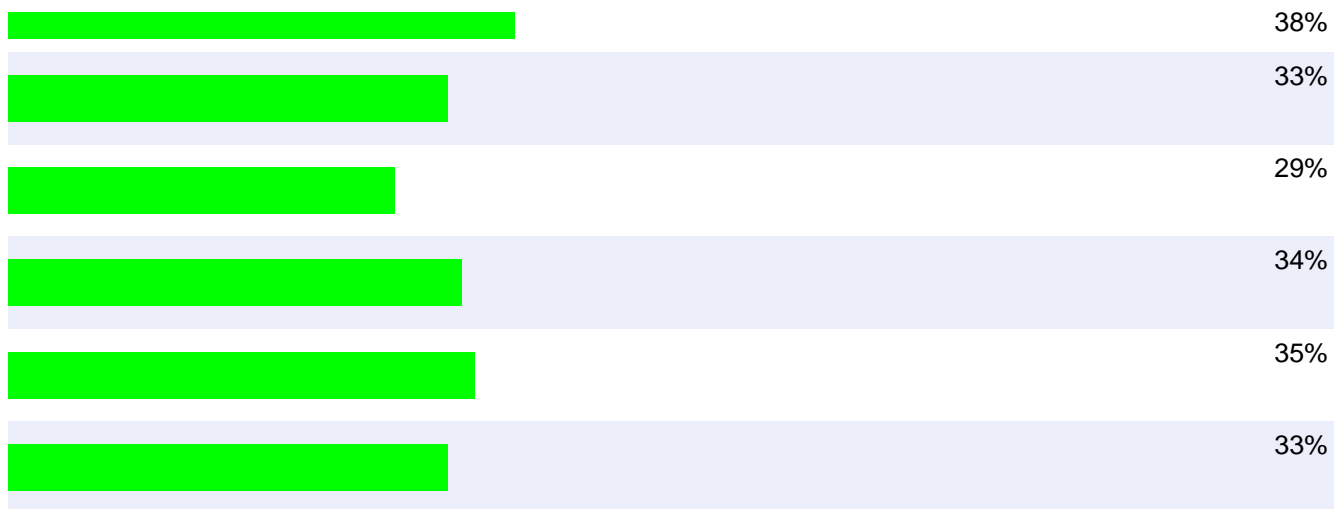
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Percent of patients who reported that the area around their room was "Always" quiet at night.



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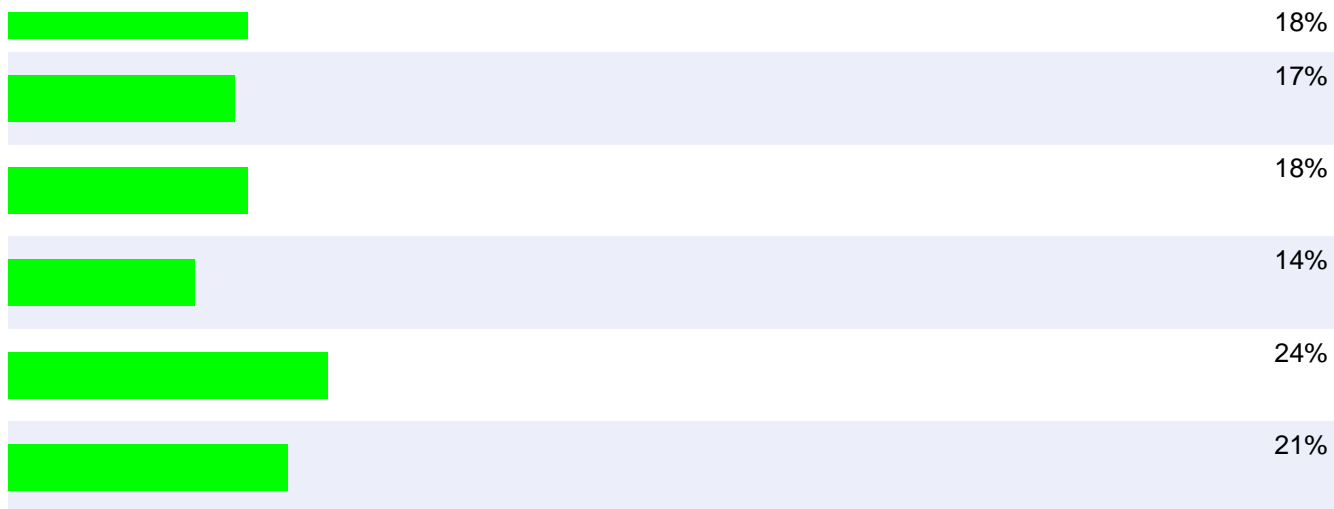
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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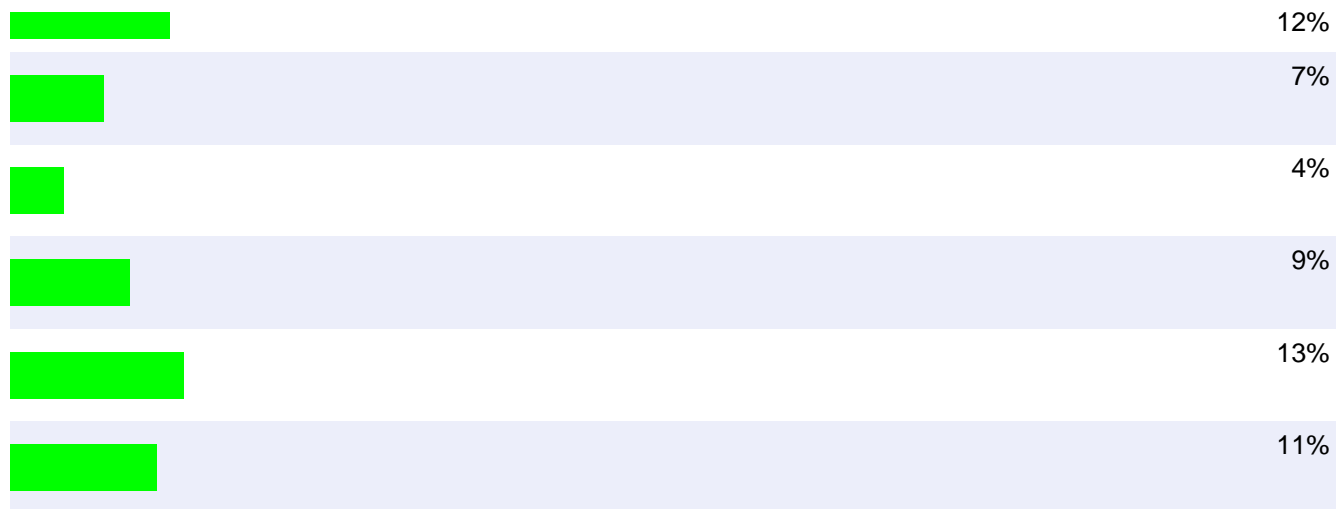
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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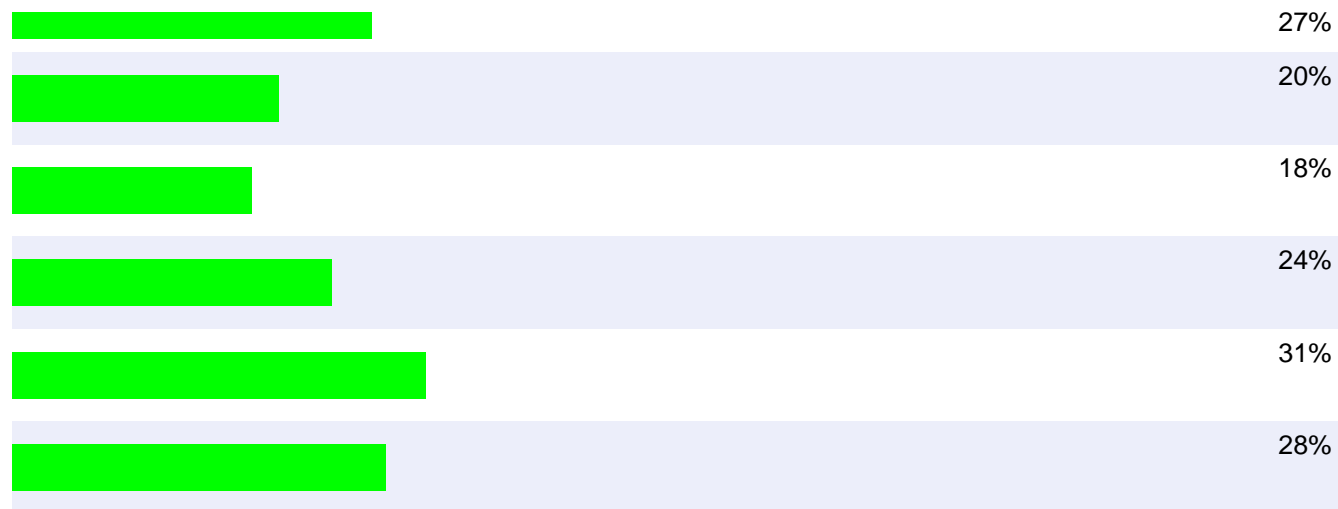
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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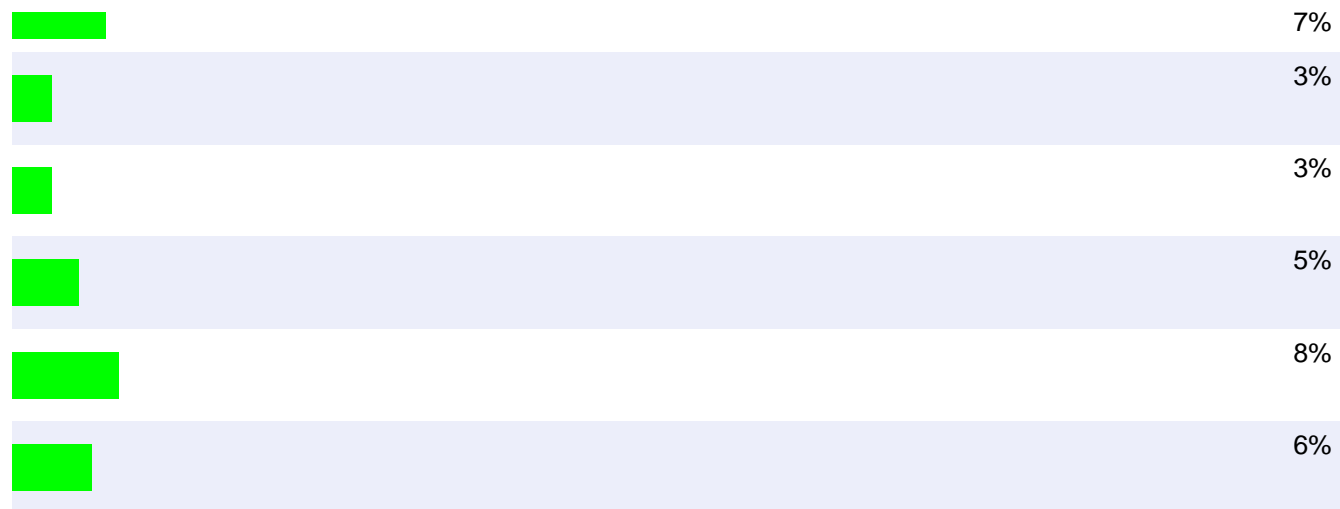
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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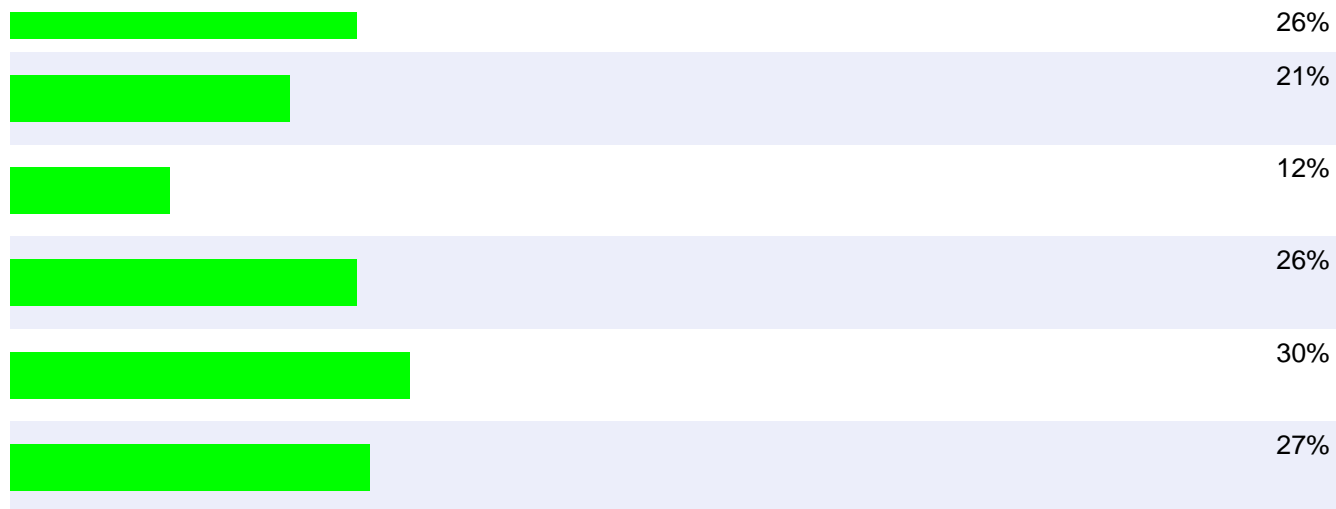
Percent of patients who reported NO,they would not recommend the hospital.



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Percent of patients who reported YES, they would probably recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more

300 or more







300 or more

Between 100 and 299

Between 100 and 299

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Survey Response Rate Percent	Hospital Footnote
	33%
	29%
	50%
	29%
	34%
	38%